



"We Guarantee Quality and Excellence"

Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.

## Non-Academic Program Three Year Review

### Service Area

CAFETERIA UNIT  
Finance Division  
Administration & Finance Department

### Period of Three Year Review

January 2009 - December 2011

NAME/TITLE/SIGNATURES:

Completed by:   
Sheree Sengebau, Supply Clerk

Date: 6/21/13

Division/Department Head:   
Ezra Takeo, Food Service Supervisor

Date: 6/21/13

| Received by Institutional<br>Research Office on: | Date | Name and Initial of receiving personnel |
|--|------|---|
|  |      |   |

3/26/2013

### Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.

### Instructions for completing the form:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section.
3. Submit your completed Program Review in both hard copy and electronic copy format to the Institutional Research Office.
4. Be sure to keep both hard and electronic copies for yourself.



## Summary Report

Service Area Mission and Functions - Cafeteria unit exist to provide three healthy meals everyday to students residing at the student housing. Student housing residents during each semester in a school year pays for three meals everyday during the semester. The Cafeteria provides these meals regardless a student decides to dine at the dining hall or dine somewhere. The mission of this unit is to provide three healthy meals a day in a clean and conducive environment to help promote the academic, cultural and social needs of students. The unit believes that a student who is fed well with healthy food will be able to study and learn well, be active in his/her learning, and be able to participate well in school work and activities. The unit provides healthy local food to promote the cultural part of learning where students are able to experience other dishes common to Palau and other Micronesian entities. The dining hall is a place where students socialize with others, make new friends and promote understanding and respect of other cultures.

The service area is also responsible to cater for all activities and functions of the college. Such activities are Thanksgiving luncheon for students, faculty, staff and administrators; Christmas luncheon for the entire college; Endowment Fundraiser luncheon; students clubs and organization activities; and college meetings and trainings. The service area makes available catering services for outside community request. Such request range from individual request to catering pre-packed meals for functions like the Micronesian Games and Palau hosted conferences and trainings for other governmental ministries. Catering services allows the service area to generate funds to the college.

Trend Analysis – In 2009, the Cafeteria unit prepared, cooked and served 83,868 meals to students residing at the college housing; in 2010 it served 113,478 meals; and in 2011 it served 94,656 meals. There was a 26% increase of prepared, cooked and served meals from 2009 to 2010. From 2010 to 2011, there was a 17% decrease of prepared, cooked and served meals. The increase, decrease and steadiness of number of meals depended on the number of students residing at the college housing. More residents will require more meals and fewer residents will require fewer meals. The trend within this three year period is considered steady because the percentage increased and percentage decreased was lower than a ¼ of the 113,478 meals in 2010.

This service area had always catered food for college activities and functions. However, the service area only began in 2010 keeping data of the services provided to college activities and functions. Therefore, there is no available data for the first year of this period (2009). In 2010, the service area provided services to 127 college requests ranging between six (6) and 500 servings/pre-packed meals. In 2011, the service area provided services to 67 college requests ranging between eleven (11) and 640 servings/pre-packed meals. There was 47% decrease between 2010 and 2011. The data showed that the major functions of the college, such as the Thanksgiving luncheon, Christmas luncheon and Endowment Fundraiser activities continued in 2011, however, there was a big decrease in request of students clubs and college department/program meetings. Reasons for less request of catering services were probably due to cost and other goals and objectives that need to be met by departments/programs which required funding. The reasons are not very clear at this time, it is important for this service area to assess this particular service to know reasons why there were almost ½ decreases in 2011.



Cafeteria will continue to provide this service to the college community; will begin assessing this particular service for improvement and to know the exact factors of decrease/increase in the future.

The cafeteria also had always catered for the outside community requests. There is no available data for 2009 due to the fact that the cafeteria only began its data keeping in 2010. In 2010, cafeteria received twenty-five (25) outside work orders ranging between fifteen (15) and 1,200 servings/pre-packed meals and provided the requested services. In 2011, the service area received seven (7) outside work orders ranging between thirty (30) and 300 servings/pre-packed meals and provided the requested services. There was 72% decreased of outside community requests between 2010 and 2011. There was almost  $\frac{3}{4}$  decreased in 2011 requests from the 2010 requests. The service area does not have clear reasons why there was a big difference of requests between 2010 and 2011. Again, cafeteria will continue to provide services for outside community requests, will begin to assess this particular service for improvement and to know the exact factors of decrease/increase in the future.

In 2009, 2010 and 2011, cafeteria remains with one food service supervisor, six classified staff that is food service coordinator, lead cook, cooks and supply clerk. The staffing trend remains steady during these three years. During this three year period, additional supports were made available through College Work Study (CWS) and Workforce Investment Act (WIA). In 2009, there were forty-two (42) CWS and WIA workers working one-fourth time / half-time to provide technical assistance; in 2010, there were forty-four (44) CWS and WIA workers working one-fourth time / half-time to provide technical assistance; and in 2011, there were forty (40) CWS and WIA workers working one-fourth time / half-time to provide technical assistance at the cafeteria. The trend of CSW and WIA workers remain steady during this three year period.

Outcomes – The only function of this service area with developed goals and objectives, assessment of goals and objectives, analysis of data and using data for improvement is the function of student meals. The unit is in the process of developing goals and objectives where assessment will take place and results will be used for improvement in the function of catering services of college activities and functions and catering services for community requests. In 2010, the unit began assessing its goals and objectives in the area of student meals. According to client's satisfactory survey in July 2010, 72% of clients were satisfied with the three healthy meals provided by the service area. 74% of clients were satisfied and agreed that the unit provided a clean and conducive environment to ensure their safety. The objective of 70% of clienteles satisfactory was met, therefore, cafeteria unit will continue to provide services, assess the services, and make changes when necessary. Assessment data for 2011 is not available due to revisions of assessment tools and trainings took place with the unit personnel to ensure understanding of the assessment process and when to do assessments. Assessment tool was reviewed and revised to ensure that the right questions were asked in regards to the actual goals and objectives. Unit personnel attended workshops and follow up sessions to ensure understanding of assessments, when to do assessments, and what to do with results of assessments.

During this period, a suggestion box was also implemented to receive client's feedback on recommended kinds of food and recommendation of how the service area may improve its



services. Out of forty-two suggestions, 21% of clients recommended for bigger portion of food served during meals. Cafeteria personnel have improved the portion of food served during meals. The suggestion box continued to be implemented, even though there are months gone by without one client suggestion, the unit will continue to make it available to allow clients to make suggestions and recommendations along the way and not necessarily have to wait for the scheduled assessment.

Personnel Data – From 2009 to 2011, the unit had one full-time food service supervisor with a high school diploma hired by the college in November of 1998. This individual came to the college with work experience of thirteen (13) years from Palau Pacific Resort as Sous Chef and Hawaii – Matteo's Restaurant as Executive Chef. The unit had one full-time food service coordinator hired by the college in November of 1990. This individual came to the college with work experience of five (5) years from Palau Pacific Resort as baker and pastry chef. One full-time lead cooks with a high school diploma hired in February 1989 with work experience of four (4) years from the Palau Old Age Center as a cook. There are three (3) full-time cooks – one with a high school diploma hired in January of 2003 with work experience of twenty-one (21) years at Palau Nikko Hotel as a cook; one with a high school diploma hired in April of 2009 with work experience of five (5) years as a field assistant with the Palau Community College, Cooperative Research and Extension (CRE); and one with an Applied Associate of Science degree in Tourism and Hospitality Food & Beverages who was hired in October of 2009 after an internship program at the cafeteria. The unit also had a full-time supply clerk hired in May of 2008 with work experience of six (6) years from Western Caroline Trading Company as a cashier and inventory clerk and from Palau Small Business Development Center as a business specialist.

The description of duties for every personnel within this service area is found under Appendix A – Personnel #1, page 12.

This unit remained to be under staffed. Based on the unit area functions and trend analysis, the cafeteria needs additional cooks to support its daily operations and services to its clients. Currently, there are two working shifts for this unit. The first shift begins at 5:00 am to 2:00 pm and the second shift begins at 11:00 am to 8:00 pm. With the five (5) personnel responsible for preparing, cooking and serving meals to students with the two working shifts, cafeteria remains to have only one personnel during the hours of 2:00 – 8:00 pm on Thursdays to Sundays each week. In the event that the one personnel on duty from Thursdays – Sundays at 2:00 – 8:00 pm is sick or runs into any emergencies, the cafeteria will be left without any personnel preparing daily meals for students during the evening hours. For the cafeteria unit to provide three healthy meals everyday and to keep the cafeteria clean and safe environment for students, it requires more than one personnel to cover any shifts between its operating hours of 5:00 am and 8:00 pm. In August of 2012, the Food Service Supervisor requested to hire an additional cook to help support the shortage of personnel. However, the college President returned the request with the following response *"Please find a way to cover all the shift without hiring a personnel – keep up the good work, thank you."* See attached August 2012 request memo and response. Another situation that the unit is facing is one of its cooks had medical issues requiring hemo-dialysis twice a week; the individual can't perform all responsibilities if working alone; and hiring an additional personnel will help support and provide needed services to unit's clientele. If the unit



hires two additional cooks, it will allow the unit to continue providing adequate services; will allow personnel to go on sick leave when ordered by physicians; will allow personnel to enjoy their annual leaves; and in the event of emergencies, someone will always be available to cover shifts.

All unit personnel have adequate skills required to support the service area. Throughout this three year period, unit's personnel have attended workshops and trainings to be reminded with and/or upgrade their skills and knowledge to continue to better their services to students, college community and outside community. Cafeteria personnel (cooks) are required by law to undergo complete medical check-up annually to ensure that each one is free from any communicable diseases that may be transferable to other personnel and/or clients.

Professional Development Activities – Cafeteria unit personnel attended an assessment training in August 2010, CPR training in December 2010, FAMED workshop in January 2011, Customer Service training in January and April 2011, and an interned student received an associate of applied science degree and was hired as a full-time cook. The seven personnel of cafeteria unit are members of the college Classified Staff Organization (CSO) since its inception in 2007 or when hired by the college. The food service supervisor was the very first elected vice president of CSO and held the office for several years. Cafeteria's professional development needs are personnel needs to continue attending customer service trainings twice a year to be refreshed with skills and tips of providing best services; culinary trainings/workshops/conferences is an important activity to attend to learn different ways and styles of food preparations, food tastes, food security and safety, and for client's satisfaction. The unit is not necessarily requesting for culinary trainings outside of Palau, however, when such training becomes available here, the unit would hope to send its personnel to attend.

Facilities and Equipment – The cafeteria's work space is adequate to support the kitchen part, storage, office, dining room and the general space area for bigger functions. However, the roof and ceiling parts of the area needs major renovations. During rainy days, the leaks bring in water which makes it unsafe to walk on the floor. The broken pipes of air-conditioning units and small opening on the roof top allowed rats to enter into the building. With rats' infestation, the unit will not be able to provide adequate security and safety for stored food products, cooked food, clean utensils, clean environment, and safety and security of clients. The cafeteria environment should be clear of any infestation and should be clean at all times to make sure that the unit goals of clean and conducive environment and healthy meals are provided every day.

Cafeteria possessed adequate equipments to support its services. The unit recently procure an oven (Range, 595-207 Valve Control 36"W, 1 std Oven 4 Cast Iron Burners, 12" Griddle) for the unit. This procurement is a result of the first program review of the unit and it will improve the unit's services to its clients. The unit will continue to assess the strength and capability of its equipments and will be making procurement when necessary.

The service area generates revenue into the college. Through its outside community catering services, the college is able to bring in revenue to help support the cafeteria and other college goals and plans. More information of estimated revenue through this service may be inquired from the college business office.



Evaluation of previous Goals/Activities from the previous Program Review – The first review covered the period of 2006-2008. There were three action plans as a result of the first review. 1. Hire additional staff; 1. Staff to attend culinary trainings and other related activities; and 3. Replace kitchen equipments. The unit requested to hire addition cooks and the request was turned down, detail of this request is attached as evidence. Therefore, the first action plan was not implemented. The second action plan was not implemented due to any availability of such training in Palau. Culinary trainings are available outside of Palau, however, the unit would like to attend and learn from trainings with topics common to the local community and region to serve its clients mainly from Palau and Micronesia. The third action plan has been implemented. The equipment was not available at Palau's local vendors; the college procured the equipment through a local vendor and is expected to receive the equipment soon.

Service Area's Major Strengths and Improvement Needs – One of the unit's major strengths is team work. Under staffed and short-handed all the time providing hundreds of meals daily and meeting demands of the college community and outside community work orders, the unit has been able to pull its personnel resources, prioritized its goals, and work as a team to continue providing adequate services to all its clients on a timely manner. Open communication is also a major strength among the unit's personnel. The open communication between the staff has allowed the unit to perform major work orders on time and great accomplishments. Even though under staffed and over worked, personnel continue to help one another when someone needs to apply leave due to sickness or other pressing matters.

Cafeteria will be able to make more improvement to support its goals and objectives when two additional cooks are hired to help support the current staff who are overloaded; renovate the facility immediately to avoid accidents during rainy days, to avoid food poisoning from rats' infestation, and to provide personnel/clients/products' safety and security; and send personnel to attend culinary trainings or bring in experts to provide the trainings.

Action Plans – To continue providing adequate services and support to unit's clientele, the cafeteria is greatly in need of additional staff (2 cooks). A resource needed to hire these cooks is estimated at \$20,000.00 per annum. Hiring additional cooks will allow the unit to continue providing required services to residents of the college housing, college community and outside community requests. It will also allow the current employees to be able to take their annual and or sick leave when needed. The current practice is when a cook is out sick or need to take an annual leave for personal matters; the food service supervisor can't schedule a hired cook to cover the shift needing a cook. Therefore, the food service supervisor and/or the supply clerk come in to do the work. Another important reason to hire additional staff is in the event of an emergency at work. Several months ago, a cook working alone during shift 2 preparing meals for dinner got ill and had to be transported to the emergency room at the hospital. While receiving needed treatment, the cook had to start calling the food service supervisor and other cooks to ask someone to cover the service area because the meals for dinner weren't ready and there was no one at the cafeteria to prepare and cook the meals for college housing residents. Reasons like these require additional staff to ensure that during emergencies, the service area will continue to provide the required services and support to its clientele.

To continue providing safe and secured environment and food products, an action plan of cafeteria renovation is required immediately. The renovation of the facility will ensure safety and security of the personnel and all clients. This will stop the rain water from entering the premises during rainy days; stop the rats from entering the cafeteria through broken pipes, holes on the ceiling and walls; and will ensure the safety and security of stored/cooked food products. An estimated cost of the renovation is around \$5,000.00.

It has been a request and recommendation of the current cooks to attend culinary trainings or bring in an expert to provide such training at the cafeteria. This training will allow the staff to provide a much wider variety of food to clients and also will allow the staff to learn to make more different variety of dish from local products grown here in Palau. An estimated cost for this training is around \$3,000.00.

The unit will continue to request the Human Resource Division to provide customer service training at least twice a year for cafeteria staff. It is important to attend this training to stay educated, be reminded, and upgrade skills to continue providing adequate services to unit's clients. At no cost, Human Resource Division had provided this training and will continue to provide the training to the unit.

The unit continues to assess the services provided to the residents of the college housing. The next plan is to develop the goals and objectives of the services for college community catering request and outside community catering request. The unit will assess these functions and will use data to make necessary changes when need arise. There is no required cost attached to this plan. The unit will work with the Accreditation Liaison Officer and the Institutional Researcher to develop goals and objectives, create assessment tools, assess, evaluate, and implement changes.

Resource Request – The resource request below is based on program review results, client satisfactory survey, and suggestion box comments. The requests have been identified and explained throughout this report.

- Personnel – additional two (2) cooks, estimated amount request is \$10,000.00 a cook per annual year totaling \$20,000.00 for two cooks, see summary of action plan on page 7-8.
- Facility – renovate roof and ceiling, estimated amount request is \$5,000.00, see summary of action plan on page 7-8.
- Training – culinary training and customer service training, estimated amount request is \$3,000.00, see summary of action plan on page 7-8.

Total amount of \$28,000.00 is requested to hire additional staff, renovate the roof and ceiling, and to make trainings available for the cooks.



## **Appendix A: Service Area Review Assessment Data**

### **MISSION OF SERVICE AREA**

1. State the purpose (mission statement) of this service area.

To provide three (3) healthy meals a day in a clean and conducive environment to help promote the academic, cultural and social needs of students.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

The purpose of this service area is to provide healthy meals to support the academic, cultural and social needs of students; with healthy support, students would be able to succeed their educational goals.

### **SERVICE AREA FUNCTIONS**

1. List the principal functions/services of this service area.

- Provide three healthy meals a day to students
- Provide catering services to other college activities/functions
- Provide catering services to accommodate community requests

2. Provide goals and objectives of each function/service.

- Goal 1 – the unit provides three (3) healthy meals a day to students.
- Goal 2 – the unit provides a clean and conducive environment to ensure safety of its clients.

## TREND ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

| Service Area   | Service Provided   | Service Clientele                           | 2009   | 2010  | 2011  |
|--|--|---|--|---|---|
| Student Meals  | Prepared, cooked, and served breakfast, lunch and dinner | College Housing Residents                   | Meals provided in spring – 35,334 for 78 students in 151 days; summer – 8,601 for 47 students in 61 days; fall – 39,933 for 87 students in 153 days<br><b>Total – 83,868 meals</b> | Meals provided in spring – 44,394 for 98 students in 151 days; summer – 12,627 for 69 students in 61 days; fall – 56,457 for 123 students in 153 days<br><b>Total – 113,478 meals</b> | Meals provided in spring – 45,753 for 101 students in 151 days; summer – 8,052 for 44 students in 61 days; fall – 40,851 for 89 students in 153 days<br><b>Total – 94,656 meals</b> |
| Catering Services (College Activities and Functions) | Prepared, cooked and packed food items                   | College Activities & Functions Participants | No data available  | <b>127</b> Catering Requests ranging between 6 and 500 servings / prepacked meals   | <b>67</b> Catering Requests ranging between 11 and 640 servings / prepacked meals   |
| Catering Services                                    | Prepared, cooked and packed food items                   | Community Members                           | No data available  | <b>25</b> Catering Requests ranging between 15 and 1,200 servings / pre-packed meals  | <b>7</b> Catering Requests ranging between 30 and 300 servings / pre-packed meals   |

2. Use data provided to indicate trends in staffing:

| Staffing | Supervisory Level | Classified Level | Student Workers    |
|----------|-------------------|------------------|--------------------|
| 2009     | 1                 | 6 full-time      | 42 ¼ & ½ half-time |
| 2010     | 1                 | 6 full-time      | 44 ¼ & ½ half-time |
| 2011     | 1                 | 6 full-time      | 40 ¼ & ½ half-time |



## OUTCOMES

1. Provide the following information for each service/function within this area:

| Area<br>Service/Function                                   | Outcome<br>Developed | Have outcomes<br>been assessed? | Has assessment<br>data been<br>analyzed? | Has the data<br>been used for<br>service area<br>improvement? |
|--|----------------------|---------------------------------|--|---|
| Student Meals  | Yes                  | Yes                             | Yes                                      | Yes   |
| Catering Services<br>(College Activities and<br>Functions) | No                   | No                              | No                                       | No  |
| Catering Services<br>(Community Requests)                  | No                   | No                              | No                                       | No  |

2. Report the assessment results of the services from the yearly assessments for this review period.

| Year | Goal/Objective   | Date of<br>assessment | Assessment<br>results                       | Strategies to meet<br>objectives  |
|------|--|-----------------------|---|---|
| 2009 | The unit wasn't doing any assessment.  |                       |   |   |
| 2010 | Goal 1: The unit provides three healthy meals a day to students.   | July 2010             | 72% of clients responded – being satisfied. | Objective: 70% of clients are satisfied   |
|      | Goal 2: The unit provides a clean and conducive environment to ensure safety of its clients.   | July 2010             | 74% of clients responded – being satisfied  | Objective was met, therefore, we continue to provide services, continue to assess, and make changes when necessary. |
| 2011 | Data not available due to revisions of assessment tools and more training with unit personnel to understand the process of assessments and when to do assessments. |                       |   |   |

## PERSONNEL

1. List the information requested below for all full-time and part-time personnel.

| Position                 | Status (FT/PT) | Highest Degree | Initial Date of Hire | Description of duties   |
|--------------------------|----------------|----------------|----------------------|---|
| Food Service Supervisor  | Full Time      | HS Diploma     | 11/23/98             | <ul style="list-style-type: none"> <li>• Ensure Cafeteria food is of the highest possible standard by applying expertise and professionalism in the planning of menus, purchasing, quality and quantity of foodstuff within budget parameters and by maximizing best possible purchasing opportunities.</li> <li>• Responsible for developing and implementing a rigid portion control system for each food type and will ensure that his/her staff understand and comply with the system at all times.</li> <li>• Responsible for the overall quality of the meals and will supervise the preparation, cooking, and presentation.</li> <li>• Scrupulous attention to cleanliness, safety and sanitation throughout his/her areas of responsibility is paramount and it is expected that the supervisor will personally review the food service and food storage areas at least once per day to ensure highest possible standards are being maintained.</li> <li>• Responsible for the planning, preparation and coordination of work schedules and shift assignments.</li> <li>• Supervisor will report to the attention of Director of Finance any improvements to methods, quality, cost effectiveness or other issues which he/she believes will enhance the Food Service on campus.</li> <li>• Administrative requirements of this position include the ordering of the required food items, maintaining the required records of purchases etc, maintaining inventory control on all food items supplies and equipment.</li> <li>• Responsible for the preparation and timely submission of a Monthly Report and Inventory Report and will assist in the preparation of an annual budget for the Food Service operation.</li> <li>• Supervisor will report to Director of Finance and Vice President Administration in establishing these systems and policies.</li> </ul> |
| Food Service Coordinator | Full Time      | C.A.           | 11/17/90             | <ul style="list-style-type: none"> <li>• Responsible for the identification of workload needs for his/her shift operation and the overall supervision and coordination of all food preparation and cooking within the prescribed menu schedule.</li> <li>• Responsible for monitoring and direct supervision of the system of portion control for each foodstuff</li> </ul>   |



|              |           |            |          |  |
|--------------|-----------|------------|----------|--|
|              |           |            |          | <p>and will bring to the Food Service Supervisor's attention any discrepancy in either quantity, quality of food, and wastage, together with recommendations on solution of the problem.</p> <ul style="list-style-type: none"> <li>• Perform lead person food service duties and supervise and coordinate the preparation, cooking, and dispensing of meals during a designated work shift.</li> <li>• The incumbent requests to the Supervisor for foodstuffs and other supplies as required for his/her shift.</li> <li>• Maintains a high level of morale, job satisfaction and performance output by providing consistent positive leadership, training and encouragement for staff under his control ensuring they have clearly defined achievable objectives and that they receive appropriate personal development, recognition and rewards.</li> </ul>  |
| Lead Cook    | Full Time | HS Diploma | 2/26/89  | <ul style="list-style-type: none"> <li>• Responsible for planning the preparation and cooking schedule so that the required meals are available for serving at the correct time.</li> <li>• Responsible for assisting in minimizing wastage and will communicate closely with the shift Food Service Coordinator to ascertain as near as possible exactly how many meals will be required.</li> <li>• Responsible for the washing of all dishes, pots, utensils etc. and the cleaning tasks in the kitchen and cafeteria to sustain the highest possible standards of hygiene and sanitation.</li> <li>• The Lead Cook brings to the attention of the Coordinator or Supervisor any equipment which requires repair/replacement in order to maintain serviceability or for hygiene reasons.</li> <li>• The incumbent will act in the absence of the Food Services Coordinator. He/She will supervise cooks and Work Study students as required.</li> </ul> |
| Cook         | Full Time | HS Diploma | 1/25/03  | <ul style="list-style-type: none"> <li>• Assist the Food Service Co-ordinator preparing and cooking meals to PCC students &amp; other outside workorders.</li> <li>• Responsible for preparation of raw materials and basic cooking.</li> <li>• Cook a variety of food to meet requirements of the scheduled menu.</li> <li>• Sanitation Procedures</li> <li>• Storage of food supplies</li> <li>• Serving portion control</li> </ul>  |
| Cook         | Full Time | HS Diploma | 4/24/09  |  |
| Cook         | Full Time | A.A.S.     | 10/19/09 |  |
| Supply Clerk | Full Time | C.A.       | 5/12/08  | <ul style="list-style-type: none"> <li>• Assist the Food Service Supervisor in the processing of purchase orders and work orders in accordance with College policies and procedures.</li> <li>• Assist with inventory checks and the issue of domestic supplies and maintain supply facilities clean and tidy.</li> <li>• Assist Food Service Supervisor in managing, coordinating, and supervise all purchases for the cafeteria and update the annual inventory.</li> </ul>  |

|  |  |  |  |   |
|--|--|--|--|---|
|  |  |  |  | <ul style="list-style-type: none"> <li>• Responsible for the purchase and control of food stuff purchases for the cafeteria and issuing daily request from Food Service Coordinator.</li> <li>• Assist in receive, unload and inspect deliveries for quantity and ensure the merchandise is in good and serviceable condition.</li> <li>• Ensures stock and materials held in Supply Storeroom are maintained in good condition by observing sound stock-keeping practices, carrying out frequent dusting and cleaning of facilities.</li> <li>• Perform other duties assigned by her supervisor and designee.</li> </ul> |
|--|--|--|--|---|

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results or in any other related college plan(s).

No, based on the unit's service functions and trend analysis, the unit needs additional staff to support its services.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results or in any other related college plan(s).

Yes.

## PROFESSIONAL DEVELOPMENT AND ACTIVITIES

1. List professional development activities that personnel in this service area have participated in during this review period? (List such things as conferences, courses, workshops, degrees, etc.

- Assessment Training, August 2010
- CPR Training, December 2010
- FAMED Workshop, January 2011
- Customer Service Training, January & April, 2011

2. In what professional organizations (related to work position) do personnel in this service area participate?

| Organization                  | No. of Personnel Participating | Office Held (if any) |
|-------------------------------|--------------------------------|----------------------|
| Classified Staff Organization | 7                              | CSO Vice President   |



3. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results or in any other related college plan(s).

- Yes, personnel need to continue attending customer service trainings from time to time in order to continue providing satisfactory service to clientele.
- Culinary training

## FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results or in any other related college plan(s).

Yes, the work space is adequate, however, assessment results shows renovation work is needed for the roof & ceiling. It's leaking when it rains which makes it unsafe to walk on the floor.

2. Is available equipment adequate to support service area objectives? If no, provide response based on assessment results or in any other related college plan(s).

Yes.

3. Does the service area generate revenue? If yes, how?

Yes, the community catering services brings in revenue to the college.

## EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans:

| Action Plan<br>Activity/Objectives                              | Status<br>Complete/Ongoing/Incomplete  | Remarks   |
|---|--|---|
| Hire additional staff   | Incomplete   | The unit had requested to hire additional staff, however, request was denied. See attached President Tellei 8/22/12 response. |
| Staff to attend culinary trainings and other related activities | Incomplete   | Such trainings was not available in Palau.  |
| Replace kitchen equipments                                      | Equipments has been placed on order through Mason's Hardware, expected to arrive in two months | RQ date – April 16, 2013, Check #89134 in the amount of \$4,395.00  |

## SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

### 1. List and explain service area strengths

Team work & open communication is the key to complete daily tasks. We prepare three healthy meals a day & inter/outside work order on a timely matter. Even though, we are short of staff, we still get all major college function and community request done on time. We prioritize our work and work as a team.

### 2. List and explain service area improvement needs

- Hire additional staff
- Culinary trainings for cooks
- Renovation on the facility

## SERVICE AREA ACTION PLANS

Based on this program review results, describe the program action plan for the next three (3) academic years. Include necessary resources.

| Action Plan Activity/Objectives  | How will this action plan improve services?  | Needed Resources (if any) | Timeline   |
|--|--|---------------------------|------------|
| Hire additional staff  | Additional staffing will allow the cafeteria to provide adequate service and support to its clientele.   | Personnel salary          | ASAP       |
| Trainings for Cooks  | Culinary trainings will allow the cooks to provide a much bigger variety of food to clientele.<br>Customer Service Training  | \$3,000.00                | Year round |
| Renovation on the facility   | Renovation of the facility will ensure safety and security to the cafeteria personnel and clienteles during rainy days; stop the rats from entering the cafeteria through the broken pipes, holes on the ceiling and walls; and ensure safety of stored food products. | \$5,000.00                | ASAP       |
| Develop Goals and Objectives for college community and outside community catering services | This plan will allow the unit to assess its functions' services, to know what needs to be improved and what changes needs to take place to continue satisfying clienteles.   | 0.00                      | ASAP       |



## RESOURCE REQUEST

| Type of Resource | Description                         | Estimated Amount Requested                   | Justification  |
|------------------|-------------------------------------|--|--|
| Personnel        | Hire additional 2 Cooks             | \$10,000.00 per cook = \$20,000.00 per annum | Additional personnel are in need to help the overloaded current cooks and to provide more support especially during shifts with only one cook.   |
| Facilities       | Renovate Roof & Ceiling             | \$5,000.00                                   | Renovate the roof and ceiling of the cafeteria to stop rain water from coming in and also to stop the rats from coming in to the cafeteria.  |
| Training         | Customer Service; Culinary Training | \$3,000.00                                   | Need customer service training in order to improve and refresh knowledge and skills to provide satisfactory services to students and community. To upgrade skills and to be able to provide a wide variety of different food/dish from local products. |
| Total            | \$28,000.00                         |  |  |

### Appendix B: Evidence - Yearly Assessment Data

### Appendix C: Assessment Tools

### Appendix D: Service Area Assessment Calendar